

## Appendix 6

### Medicaid Telephone Numbers and Addresses

The Department of Health and Family Services (DHFS) contracts with a Medicaid fiscal agent to provide health claims processing services including provider certification, provider services, claims payment, and recipient services. Below is a list of helpful telephone numbers and addresses:

**For BadgerCare questions, call:**

Provider Services  
(800) 947-9627  
(608) 221-9883

**Cash Refunds:**

Wisconsin Medicaid  
Cash Unit  
6406 Bridge Road  
Madison, WI 53784-0004

**Claims & Adjustments** (submission of):

Wisconsin Medicaid  
Claims and Adjustment Unit  
6406 Bridge Road  
Madison, WI 53784-0002

**Electronic Media Claim Information:**

Wisconsin Medicaid  
EMC Unit  
6406 Bridge Road  
Madison, WI 53784-0009  
(608) 221-4746, ext. 3041

**Estate Recovery/Casualty Collections:**

Wisconsin Medicaid  
Estate Recovery/Casualty Collections  
6406 Bridge Road  
Madison, WI 53784-0013

**Form Reorders:**

(for Prior Authorization forms, Drug claim forms, TPL-17, and Late Billing Request forms)

Wisconsin Medicaid  
Form Reorder Unit  
6406 Bridge Road  
Madison, WI 53784-0003

**General Relief Retroactive Recipient Eligibility:**

Wisconsin Medicaid  
General Relief Retroactive Recipient Eligibility  
Suite 50  
6406 Bridge Road  
Madison, WI 53784-0050

**Good Faith Claims:**

Wisconsin Medicaid  
Good Faith Unit  
P.O. Box 6215  
Madison, WI 53784-6215

**In-State Emergency Claims:**

Wisconsin Medicaid  
In-State Emergency  
6406 Bridge Road  
Madison, WI 53784-0011

**Late Billing Appeals:**

Wisconsin Medicaid  
Late Billing Appeals Unit  
Suite 50  
6406 Bridge Road  
Madison, WI 53784-0050

**Managed Care:**

Wisconsin Medicaid  
Extraordinary Claims  
6406 Bridge Road  
Madison, WI 53784-6470

**Managed Care Contract Monitors:**

(800) 760-0001

**Out-of-State Emergency Claims:**

Wisconsin Medicaid  
Out-of-State Emergency  
6406 Bridge Road  
Madison, WI 53784-0007

**Out-of-State Youth Program:**

Wisconsin Medicaid  
 Out-of-State Youth  
 6406 Bridge Road  
 Madison, WI 53784-0008

**Pharmacy Point of Sale (POS) Information:**

(Note: All Pharmacists should use these numbers)  
 (800) 947-9627 -or- (608) 221-9883

**Prior Authorization:**

Wisconsin Medicaid  
 Prior Authorization Unit  
 Suite 88  
 6406 Bridge Road  
 Madison, WI 53784-0088

**Provider Certification & Address Change:**

Wisconsin Medicaid  
 Provider Maintenance  
 6406 Bridge Road  
 Madison, WI 53784-0006

**Provider Services:**

(800) 947-9627  
 (608) 221-9883

**STAT PA:**

*For personal computers:*

(608) 221-1233  
 (800) 947-4947

*For touch-tone telephones and help desk:*

(608) 221-2096 -or- (800) 947-1197

**Third-Party Liability Casualty:**

Wisconsin Medicaid  
 TPL Casualty  
 6406 Bridge Road  
 Madison, WI 53784-0010

**Third-Party Liability Forms** (to submit completed forms):

Wisconsin Medicaid  
 TPL Unit  
 6406 Bridge Road  
 Madison, WI 53784-6220

**Written Inquiries:**

Wisconsin Medicaid  
 Written Correspondence Unit  
 6406 Bridge Road  
 Madison, WI 53784-0005

**All Other Correspondence:**

Wisconsin Medicaid  
 (Contact name)  
 6406 Bridge Road  
 Madison, WI 53784-0001  
**(does not include field reps)**